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July 20, 2007

TO: Each Supervisor

FROM: John R. Cochran, III  
Chief Deputy Director

SUBJECT: **CALIFORNIA HOSPITAL ASSESSMENT AND  
REPORTING TASK FORCE (CHART)**

The California Hospital Assessment and Reporting Task Force (CHART) published its most recent hospital 'report card' from more than 220 hospitals on Friday, July 20. CHART is an attempt by hospitals, consumer groups, health plans and large purchasers to create a user-friendly hospital public report card.

This information, based on data submitted by hospitals for the third quarter of 2005 and the first quarter of 2006, is the first that includes Los Angeles County Department of Health Services (DHS) hospitals. Olive View-UCLA Medical Center (Olive View), Harbor-UCLA Medical Center (Harbor-UCLA) and LAC+USC Medical Center (LAC+USC) have data in CHART for the first time. DHS was one of the original supporters of CHART when it began its work two years ago.

The CHART reports evaluate a number of categories of performance indicators, many of which are also publicly available for DHS and all other hospitals on the CMS website or JCAHO website. Since the information in CHART is two or more years old, performance identified in CHART will have been improved by actions taken by each DHS hospital to move their results towards a higher level of performance.

DHS is pleased that the indicators for many procedures done at Olive View, Harbor-UCLA, and LAC+USC show performance equivalent to the majority of private and public hospitals in the State of California. LAC+USC, for example, was rated in CHART Group 2, 'above average' for the composite of scores related to Acute Myocardial Infarction (Heart Attack), Olive View was rated in CHART Group 1, 'superior', for Heart Attack quality of care. Harbor-UCLA was rated in Chart Group 2, above average for Heart Attack quality of care

We also know, through CHART and other data, that there is work to do to improve areas that fell below the average of the reporting hospitals. For those areas, there have been specific plans developed which will

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address concerns that led to performance below the average. Emergency room overcrowding, which contributed to delays in medication administration, are being addressed. The hospitals are also reviewing their protocols and documentation for discharged patients to improve the information provided as patient leave the hospital. Vaccination of all patients over age 65 for Pneumonia is being addressed by better screening of patients prior to hospital discharge, an area that Olive View and LAC+USC both performed well below average. Harbor-UCLA performed well below average in delivering antibiotics within 24 hours of surgery.

This report card will improve over time, and for the Los Angeles County hospitals, will also provide comparative data to demonstrate improvement. Trends won't be evident until several quarterly report cards have been filed. We expect that data for the forth DHS hospital, MLK, Jr.-Harbor, will be reported in the next quarterly report.

Dr. Robert Splawn, the DHS Senior Medical Director and each of the 4 acute hospital medical directors have developed specific plans to address performance improvements for the measures that don't meet our expectations. The results of these plans will be regularly reviewed as a part of each hospital's governing body meetings where key medical staff leaders and DHS leaders and required improvement actions taken.

If you are interested in viewing the data on these 200 hospitals, you may visit the CHART website at <http://chart.ucsf.edu>.

If you have any questions, please let me know.

JRC:jrc

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors